



Missouri Department of Higher Education and Workforce Development

FREQUENTLY ASKED QUESTIONS (FAQs) ABOUT...

OWD Issuance 25-2021: Statewide Change Request Policy

(Issued: April 08, 2022)

Last updated: April 2022

Q: Is a change request required to merge customer accounts?

A: No. When duplicate accounts are discovered in the system, staff should verify and confirm which account is the correct account. In all cases when a customer has duplicate accounts, the account with the SSN must be used as the primary account. Staff should then submit an IQ ticket and ask that the accounts be merged.

Q: Is a change request required to update a SSN?

A: No. Staff are to obtain documentation to verify the correct SSN, then submit an IQ ticket and ask that the SSN be updated.

Please direct all questions or comments regarding the Issuance or this FAQ document to dwdpolicy@dhewd.mo.gov. All active Issuances are available at jobs.mo.gov/dwdissuances. Expired/rescinded Issuances are available on request.

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